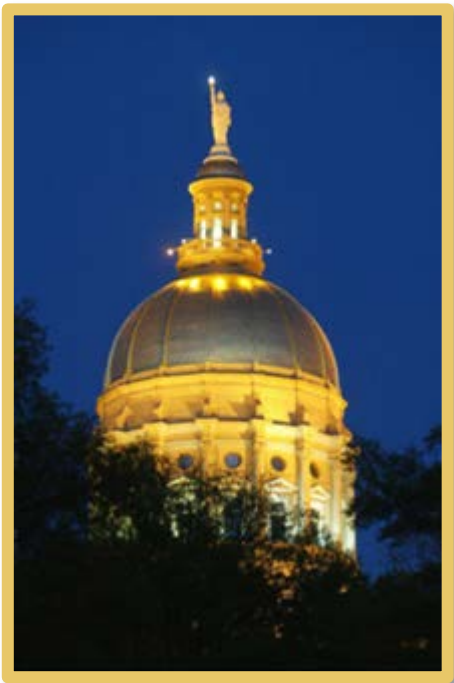


2014

TTE FAQ Spotlight – March



Top 5 Support Questions Last Month

1. [How do I import Smart Expenses into my Expense Report?](#)
2. [I get an error message that says I have an unmatched Travel Reservation. What do I do?](#)
3. [How long does it take Smart Expenses to show in Concur so I can attach them into the current Expense Report?](#)
4. [How do I account for a Cash Advance in my Expense Report?](#)
5. [What if my new supervisor doesn't show up in my approval flow?](#)

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1. How do I import Smart Expenses into an Expense Report?

- Use the My Concur tab and the Active Work section or the Expense tab and View Reports.
- Click on an existing Expense Report to open it.

Active Work

New Expense Report View Reports

Expense Reports (1) Cash Advances (0)

| Report Name | Status | Payment Status | Report Date | Requested Amount |
|---------------------|---------------|----------------|-------------|------------------|
| Training April 2013 | Not Submitted | Not Paid | 06/05/2013 | \$0.00 |
| Training Test | | | | |

- The Expense Report Opens
- Click on the Import tab

My Concur Travel Expense Reporting Administration Profile

View Charges View Reports New Expense Report View Receipt Store View Cash Advances New Cash Advance

Training April 2013 Delete Report Submit Report

New Expense Import Details Receipts Print / Email

Expenses Delete Copy View

Adding New Expense

New Expense Receipt Store

Expense

To create a new expense, click the appropriate expense type below or type the expense type in the field

- The Smart Expense window opens
- Click on the check box next to the expenses you wish to add to this expense report
 - In our example we are selecting two of the four Smart Expenses

My Concur Travel Expense Reporting Administration Profile

View Charges View Reports New Expense Report View Receipt Store View Cash Advances New Cash Advance

Training April 2013 Delete Report Submit Report

New Expense Import Details Receipts Print / Email

Expenses Delete Copy View

Adding New Expense

Smart Expenses

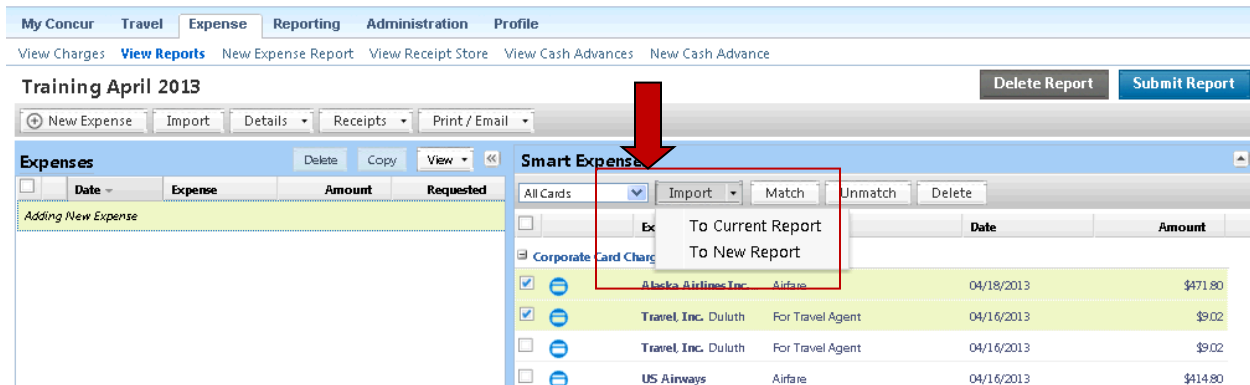
All Cards Import Match Unmatch Delete

| | Expense Detail | Expense | Date | Amount |
|-------------------------------------|------------------------|------------------|------------|----------|
| <input checked="" type="checkbox"/> | Alaska Airlines Inc... | Airfare | 04/18/2013 | \$471.80 |
| <input checked="" type="checkbox"/> | Travel, Inc. Duluth | For Travel Agent | 04/16/2013 | \$3.02 |
| <input type="checkbox"/> | Travel, Inc. Duluth | For Travel Agent | 04/16/2013 | \$3.02 |
| <input type="checkbox"/> | US Airways | Airfare | 04/16/2013 | \$414.80 |

- Click on the Import tab in the Smart Expenses box
 - If you clicked on the drop down arrow in the Import Tab here you will see two options
 - To New Report
 - To Current Report
 - **Select To Current Report**
 - If you clicked on the Import Tab without touching the drop down arrow the system will automatically select To Current Report

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My Concur Travel Expense Reporting Administration Profile

View Charges View Reports New Expense Report View Receipt Store View Cash Advances New Cash Advance

Training April 2013 Delete Report Submit Report

New Expense Import Details Receipts Print / Email

Expenses Delete Copy View Smart Expenses

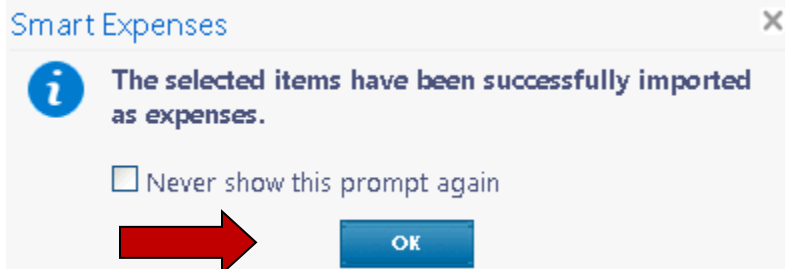
Adding New Expense

All Cards Import Match Unmatch Delete


☐ Ex To Current Report To New Report

| <input type="checkbox"/> | | Expense | Date | Amount |
|-------------------------------------|-----------------------|--------------------------------------|------------|----------|
| <input checked="" type="checkbox"/> | Corporate Card Charge | Alaska Airlines Inc. Airfare | 04/18/2013 | \$471.80 |
| <input checked="" type="checkbox"/> | | Travel, Inc. Duluth For Travel Agent | 04/16/2013 | \$9.02 |
| <input type="checkbox"/> | | Travel, Inc. Duluth For Travel Agent | 04/16/2013 | \$9.02 |
| <input type="checkbox"/> | | US Airways Airfare | 04/16/2013 | \$414.80 |

- Click OK on the Smart Expenses dialogue box that pops up




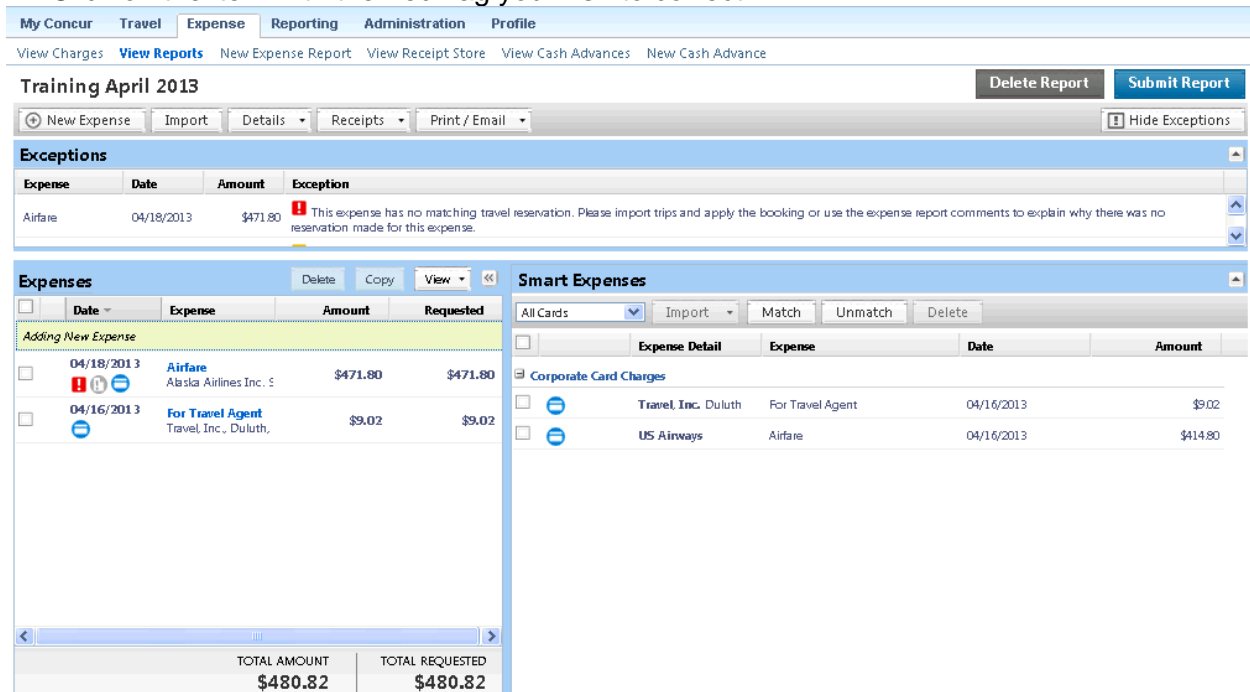
Smart Expenses X

 The selected items have been successfully imported as expenses.

☐ Never show this prompt again

OK

- The selected Smart Expenses are now assigned to this Expense Report
- If you see a Red Exception Flag  on any expense, you must resolve the issue or the expense report cannot be submitted
- Click on the item with the red flag you wish to correct




My Concur Travel Expense Reporting Administration Profile

View Charges View Reports New Expense Report View Receipt Store View Cash Advances New Cash Advance

Training April 2013 Delete Report Submit Report

New Expense Import Details Receipts Print / Email Hide Exceptions

Exceptions

| Expense | Date | Amount | Exception |
|---------|------------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Airfare | 04/18/2013 | \$471.80 |  This expense has no matching travel reservation. Please import trips and apply the booking or use the expense report comments to explain why there was no reservation made for this expense. |

Expenses Delete Copy View Smart Expenses

Adding New Expense

| <input type="checkbox"/> | Date | Expense | Amount | Requested |
|--------------------------|------------|----------------------------------------|----------|-----------|
| <input type="checkbox"/> | 04/18/2013 | Airfare Alaska Airlines Inc. S | \$471.80 | \$471.80 |
| <input type="checkbox"/> | 04/16/2013 | For Travel Agent Travel, Inc., Duluth, | \$9.02 | \$9.02 |

TOTAL AMOUNT \$480.82 TOTAL REQUESTED \$480.82

Smart Expenses

All Cards Import Match Unmatch Delete

| <input type="checkbox"/> | Expense Detail | Expense | Date | Amount |
|--------------------------|------------------------|--------------------------------------|------------|----------|
| <input type="checkbox"/> | Corporate Card Charges | Travel, Inc. Duluth For Travel Agent | 04/16/2013 | \$9.02 |
| <input type="checkbox"/> | | US Airways Airfare | 04/16/2013 | \$414.80 |

- The Expense data for that item will appear

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The screenshot shows the TTE Expense Report interface. At the top, there are tabs for My Concur, Travel, Expense, Reporting, Administration, and Profile. Below these are links for View Charges, View Reports, New Expense Report, View Receipt Store, View Cash Advances, and New Cash Advance. The main heading is "Training April 2013" with buttons for "Delete Report" and "Submit Report". Below this is a navigation bar with "New Expense", "Import", "Details", "Receipts", and "Print / Email", along with a "Hide Exceptions" button.

The "Exceptions" section shows a table with columns: Expense, Date, Amount, and Exception. One entry is highlighted: "Airfare" on "04/18/2013" for "\$471.80". The exception message states: "This expense has no matching travel reservation. Please import trips and apply the booking or use the expense report comments to explain why there was no reservation made for this expense."

The "Expenses" section shows a table with columns: Date, Expense, Amount, and Requested. Two entries are listed: "04/18/2013 Airfare Alaska Airlines Inc. Seattle WA USA" for "\$471.80" and "04/16/2013 For Travel Agent Travel, Inc., Duluth, Minnesota" for "\$9.02". A red circle highlights the "City" field in the "Expense" form, which is currently empty. Another red circle highlights the "Comment" field, which contains the text: "This expense has no matching travel reservation. Please import trips and apply the booking or use the expense report comments to explain why there was no reservation made for this expense. Airplus billed expenses should not be submitted without applying associated itinerary and credit card smart expense information. Missing required field: City."

The "Expense" form on the right includes fields for Expense Type (Airfare), Transaction Date (04/18/2013), Purpose of Trip (Training Test), Ticket Number (0277179905650), Vendor (Alaska Airlines Inc. Seattle WA USA), Airline Travel Service Code (Select one), City (empty), Payment Type (AirPlus), Amount (471.80 USD), Personal Expense (do not reimburse) (unchecked), Trip Type (Out of State Travel), and a Comment field. A red box highlights the "Save" button at the bottom right.

- Enter any missing required data.
 - In our example the City was missing. City is a required data field in this example. For this expense it is looking for the city where the flight originated. If it had been a hotel, it would be the city where the hotel is located.
- If you did not have a matching Travel Reservation you **must** enter an explanation why the reservation was not made through TTE.
 - This could be a ticket you purchased at the airport for an unscheduled trip and you had no access to TTE. For a hotel this could be that the only way you could reserve the room and get the special rate was booking directly through the hotel or conference management company.
 - Whatever the reason, be specific in your explanation.
- Attach any required receipts
- Click on **Save** to update the Expense Entry.

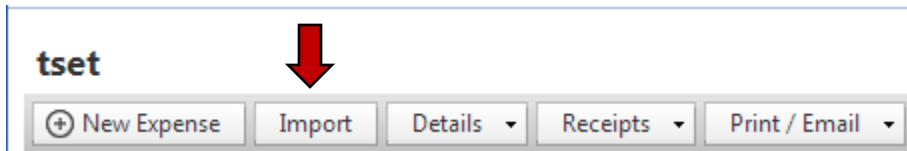
2. I get an error message saying I have an unmatched travel reservation when I try to submit my Expense Report. What do I do?

This indicates that you entered a hotel expense on your expense report and unclicked the Travel Allowance checkbox. This stops the system from looking for the matching TTE reservation. You should only do this if the reservation was NOT made through the TTE system. To fix this:


- With the Expense Report Open, click on the **Import** button

TTE FAQ Spotlight

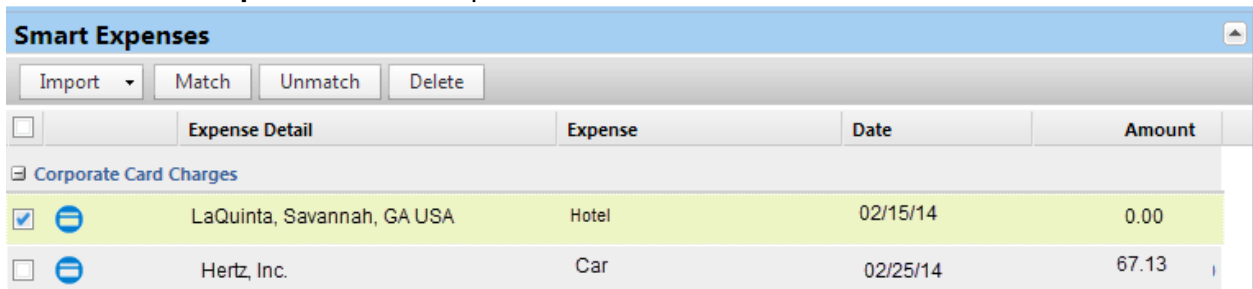
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tset



- The **Smart Expenses** window opens



Smart Expenses

| <input type="checkbox"/> | Expense Detail | Expense | Date | Amount |
|-------------------------------------------------|----------------------------|---------|----------|--------|
| <input type="checkbox"/> Corporate Card Charges | | | | |
| <input checked="" type="checkbox"/> | LaQuinta, Savannah, GA USA | Hotel | 02/15/14 | 0.00 |
| <input type="checkbox"/> | Hertz, Inc. | Car | 02/25/14 | 67.13 |

- Select the travel reservation (such as a hotel here) that needs to be imported.
- Click on **Import**
- The reservation will attach to the expense report. Review the expense report item top ensure that all the information is correct.
 - **Note:** Hotel reservations have a zero amount while car and airline reservations have a dollar amount.
- You will then be able to submit your expense report.

3. How long does it take “Smart Expenses” to show in Concur so I can attach them to the current expense report?

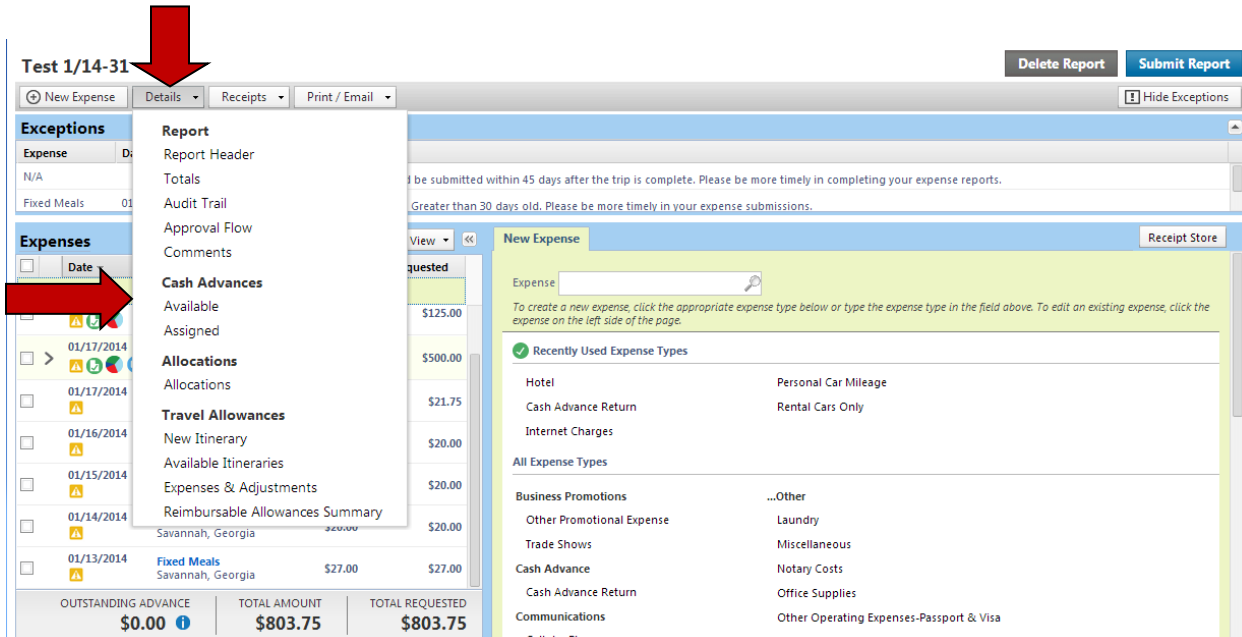
- Most Smart Expenses such as airfare, rental car and travel agency fees, are available within 72 hours. However, some hotels take longer. It depends on the hotel's policy on finalizing the charges.

4. How do I account for a Cash Advance in my Expense Report?

- Open the expense report with the applicable expenses and click on the **Details** tab
- Click on **Available** under **Cash Advances** to display a list of available Cash Advances (Travel Advances)

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Test 1/14-31

Details

Report

- Report Header
- Totals
- Audit Trail
- Approval Flow
- Comments
- Cash Advances
- Allocations
- Travel Allowances
- Fixed Meals

Expenses

Expense

Fixed Meals

01/17/2014

01/17/2014

01/16/2014

01/15/2014

01/14/2014

01/13/2014

OUTSTANDING ADVANCE \$0.00

TOTAL AMOUNT \$803.75

TOTAL REQUESTED \$803.75

New Expense

Expense

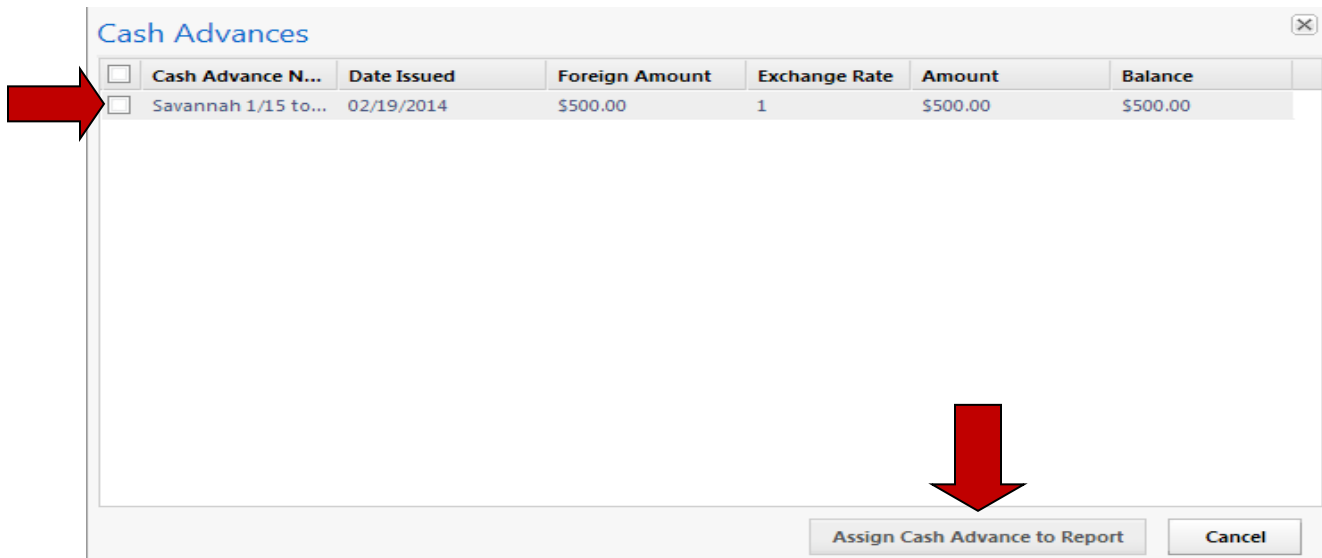
Recently Used Expense Types

- Hotel
- Cash Advance Return
- Internet Charges
- Personal Car Mileage
- Rental Cars Only

All Expense Types

- Business Promotions
- Other Promotional Expense
- Trade Shows
- Cash Advance
- Cash Advance Return
- Communications
- ...Other
- Laundry
- Miscellaneous
- Notary Costs
- Office Supplies
- Other Operating Expenses-Passport & Visa

- Click on the checkbox next to the **Cash Advance** you wish to attach to the Expense Report
- Click on **Assign Cash Advance to Report**



Cash Advances

| <input type="checkbox"/> | Cash Advance N... | Date Issued | Foreign Amount | Exchange Rate | Amount | Balance |
|--------------------------|---------------------|-------------|----------------|---------------|----------|----------|
| <input type="checkbox"/> | Savannah 1/15 to... | 02/19/2014 | \$500.00 | 1 | \$500.00 | \$500.00 |

Assign Cash Advance to Report

Cancel

- The Cash Advance is attached to the header, but nothing will appear in the body of the Expenses Report

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- Once you have attached a Cash Advance to the expense report, an expense type **Cash Advance Return** appears under **Cash Advances**. Select it.

The screenshot shows the TTE system interface. At the top, there are buttons for 'Delete Report' and 'Submit Report'. Below this is a navigation bar with 'New Expense', 'Details', 'Receipts', and 'Print / Email'. The main area is divided into two sections: 'Exceptions' and 'Expenses'.

The 'Exceptions' section shows a table with columns: Expense, Date, Amount, and Exception. It lists two exceptions: 'N/A' and 'Fixed Meals'.

The 'Expenses' section shows a table with columns: Date, Expense, Amount, and Requested. It lists several expenses, including 'Rental Cars Only', 'Hotel', and 'Fixed Meals'. A red arrow points to the 'Cash Advance' option in the 'New Expense' dropdown menu.

- The **Cash Advance Return** expense type opens:

The screenshot shows the 'New Expense' form. The 'Expense Type' dropdown is set to 'Cash Advance Return'. The 'Date' field is empty. The 'Amount' field is empty, and the currency is set to 'USD'. A red arrow points down to the 'Cash Advances Assigned to Report' section.

The 'Cash Advances Assigned to Report' section shows a table with columns: Cash Advance, Foreign Amount, Exchange Rate, Amount, Balance, and Amount Used in Report. It lists one entry: 'Savannah 1/15 t...' with a balance of \$0.00.

- Review the information in the **Cash Advances Assigned to Report** section
 - If an amount appears in the **Balance** column, this needs to be returned to your Agency per the OPB Travel Advances Policy.
- Enter the amount of the balance due in the **Amount** field. If there is no balance due, enter 0.00 in the **Amount** field.

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- Enter the date you returned any funds due to your Agency or the Expense Report date if there is no balance due in the **Date** field.
- Attach a copy of any receipt of the returned funds attach it to the item by clicking on **Attach Receipt**. This is the same as attaching a receipt to any item.
- Click **Save**
- The **Cash Advance Return** now shows on the Expense Report.
 - The **Total Amount** displayed is the amount of the Cash Advance return plus the expenses reported and the **Total Requested** is the total of the Expenses reported on this Expense Report.
 - ❖ In our example, there was no cash due back to the Agency so the **Total Amount** and **Total Requested** are the same. If money had been due back to the Agency they would not match.

The screenshot displays the 'Test 1/14-31' expense report interface. At the top, there are buttons for '+ New Expense', 'Details', 'Receipts', and 'Print / Email'. Below this is an 'Exceptions' table with columns for Expense, Date, Amount, and Exception. It lists two exceptions: 'N/A' and 'Fixed Meals' on 01/13/2014 for \$27.00. The main section is 'Expenses', which includes a table with columns for Date, Expense, Amount, and Requested. A red oval highlights the 'Cash Advance Return' entry for 01/31/2014 with \$0.00. Below this, several other expense entries are listed, including 'Personal Car Mileage', 'Rental Cars Only', 'Hotel', and 'Fixed Meals'. Two large red arrows point from the 'Fixed Meals' entries to the summary table at the bottom. The summary table shows 'OUTSTANDING ADVANCE' as \$0.00, 'TOTAL AMOUNT' as \$803.75, and 'TOTAL REQUESTED' as \$803.75.

| Expense | Date | Amount | Exception |
|-------------|------------|---------|---------------------------------------------------|
| N/A | | | Expense reports should be submitted by 01/31/2014 |
| Fixed Meals | 01/13/2014 | \$27.00 | The Transaction Date is Greater than 01/31/2014 |

| Date | Expense | Amount | Requested |
|------------|---------------------------------------------|----------|-----------|
| 01/31/2014 | Cash Advance Return | \$0.00 | \$0.00 |
| 01/29/2014 | Personal Car Mileage | \$70.00 | \$70.00 |
| 01/17/2014 | Rental Cars Only Hertz, Atlanta, Georgia | \$125.00 | \$125.00 |
| 01/17/2014 | Hotel Ocean Hotel, Savannah, Georgia | \$500.00 | \$500.00 |
| 01/17/2014 | Fixed Meals Savannah, Georgia | \$21.75 | \$21.75 |
| 01/16/2014 | Fixed Meals Savannah, Georgia | \$20.00 | \$20.00 |
| 01/15/2014 | Fixed Meals Savannah, Georgia | \$20.00 | \$20.00 |

| OUTSTANDING ADVANCE | TOTAL AMOUNT | TOTAL REQUESTED |
|---------------------|--------------|-----------------|
| \$0.00 | \$803.75 | \$803.75 |

- When you are ready to submit the Expense Report, click on **Submit Report**,

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5. What if my new supervisor doesn't show up in my approval flow?

Until your agency makes the change in Payroll, the system will reflect the old supervisor. In the interim, you may change the supervisor in the submitting process by selecting your supervisor from the drop down list in the Approver field.